



TeamSTEPPS®

National Implementation

Implementation Planning Workshop

The following slides are not currently part of the TeamSTEPPS Instructor Guide. They were developed to correspond with Appendix H.

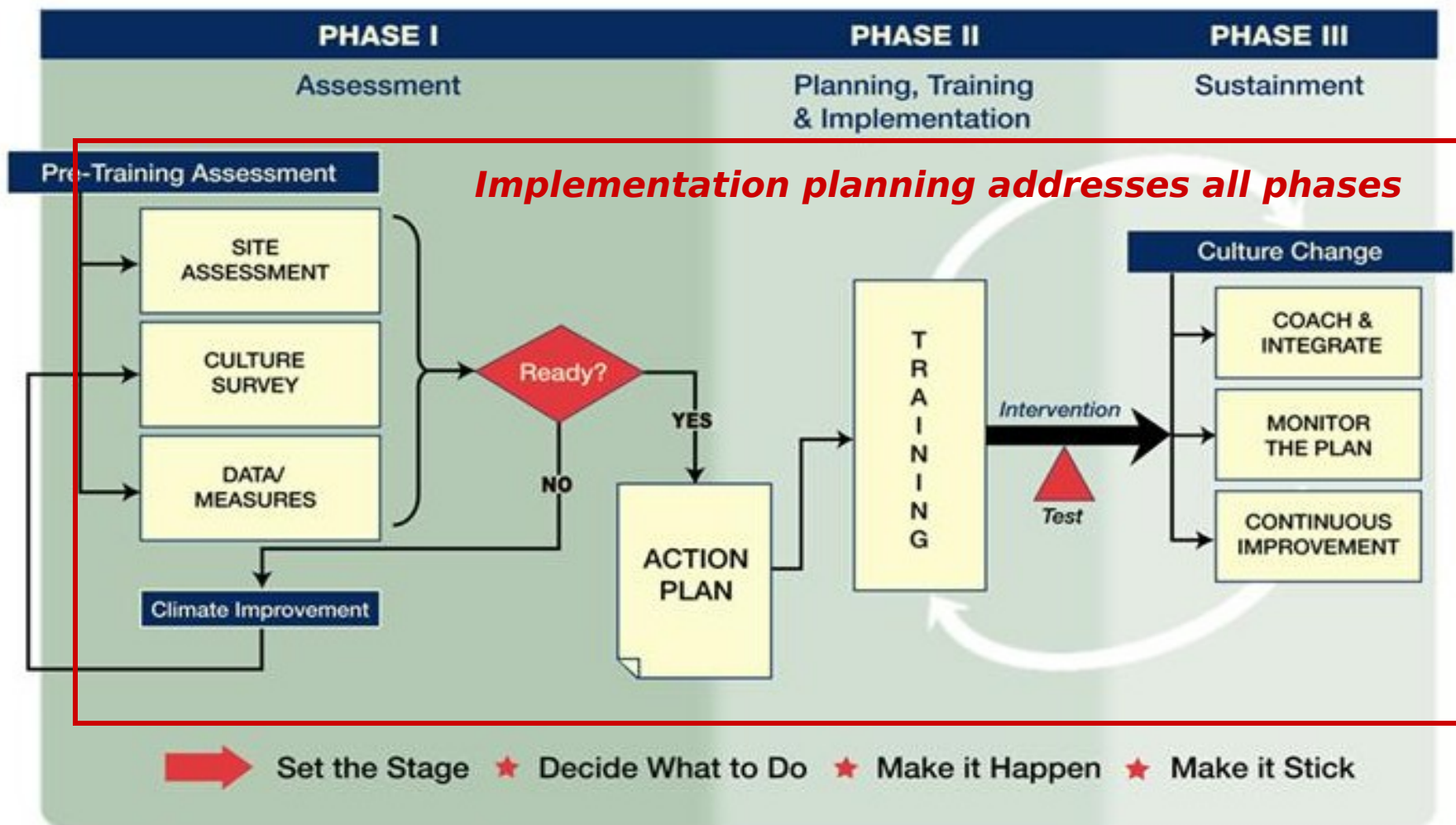


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PATIENT
SAFETY



Shift Towards a Culture of Safety



TeamSTEPPS Implementation Strategies

- **Targeted - Unit Based:**
 - Focus on the specific needs of a unit
 - Introduce tools within a unit
 - Introduce a single tool at a time as opposed to all at once
- **Targeted - Tool Based:**
 - Focus on a specific problem within the facility
 - Introduce the same tool across all units within the facility
 - Introduce a single tool at a time as opposed to all at once
- **Transformational**
 - Broad application of TeamSTEPPS
 - Implement all the tools at same time
 - Whole facility



Exercise: TeamSTEPPS Implementation Planning

- Break into working groups by unit or by best alignment of common issues
- Develop your Action Plan based on the “10-Steps” process
- Be ready to present and discuss your Plan with the larger group

**EXERCISE**

Organizational Description

Identify the areas in which TeamSTEPPS will be implemented.

Name of the healthcare system



Names of facilities will you initially work with?



Names of departments/units within the facility will you target first?



Executive Sponsor(s)



SWOT and SOAR

Select one tool to generate ideas for planning

SWOT

- **Strengths:** What do we do well? What are our greatest assets
- **Weaknesses:** What do we do that is harmful?
- **Opportunities:** What are the *external* conditions that are helpful?
- **Threats:** What are the external conditions that could be harmful?

SOAR

- **Strengths:** What do we do well? What are our greatest assets?
- **Opportunities:** How can we do more of it? What are our best possible opportunities?
- **Aspirations:** What does perfect look like? What do we want our future to be?
- **Results:** How do we know we've gotten there? What are the measurable results we want to achieve?

Note: SOAR is gaining in popularity as it focuses on successes.

Team Strategies & Tools to Enhance Performance & Patient Safety

SWOT Evaluation

Identify the strengths and weaknesses of the area(s) in which you will implement TeamSTEPPS

Strengths (S):

Weaknesses (W):

SWOT Evaluation

Identify the opportunities and threats in the area(s) in which you will implement TeamSTEPPS

Opportunities (O):

Threats/Barriers (T):

SOAR Evaluation

Identify the strengths and opportunities of the area(s) in which you will implement TeamSTEPPS

Strengths (S):

Opportunities (O):

SOAR Evaluation

Identify the aspirations and results in the area(s) in which you will implement TeamSTEPPS

Aspirations (A):

Results (R):

Step 1: Identify the Change Team

Consider the following:

- Choose influential/willing members
- Ensure all health professions that work in unit are represented
- Include education, quality, performance improvement specialists as appropriate
- Include HR, Training Specialists
- Identify role on change team

Leader

Member

Name	Title	Role



TeamSTEPPS

Step 2: Define the Main Problems, Challenges and Opportunities

Quality Measures

- RCAs/Event reports
- Staff Satisfaction
- Patient Experience
- Safety Culture Survey
- Patient Outcomes

Regulatory

- NPS Goals
- NQF Safe Practices
- CMS/Other Quality Measures

Organization's Score Card

SWOT/SOAR Analysis Results

What EXISTING information can be used?

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What NEW information will need to be collected?

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What are the main problems, challenges and opportunities?

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TeamSTEPPS

Step 3: Define Aims of TeamSTEPPS Intervention

Consider the following when specifying the aims of your intervention.

- Performance – The specific process that will be improved (e.g., the exchange of patient information)
- Conditions – The conditions under which the process occurs (e.g., during shift change)
- Standards – The standards of performance (e.g., Patient information will be exchanged with 100% accuracy)

What will be achieved within the unit?

- Performance –
- Conditions –
- Standards –

How will you know the change has occurred?

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TeamSTEPPS

Step 4: Design a TeamSTEPPS Intervention

Consider different approaches to implementing TeamSTEPPS

- Targeted – Unit Based: Focus on the specific needs of a unit
- Targeted – Tool Based: Focus on a specific problem within the facility
- Transformational – Broad application of TeamSTEPPS. Whole facility.

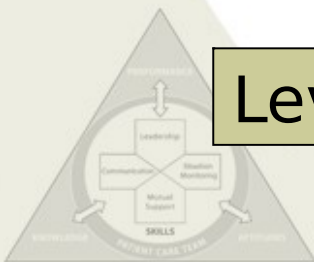
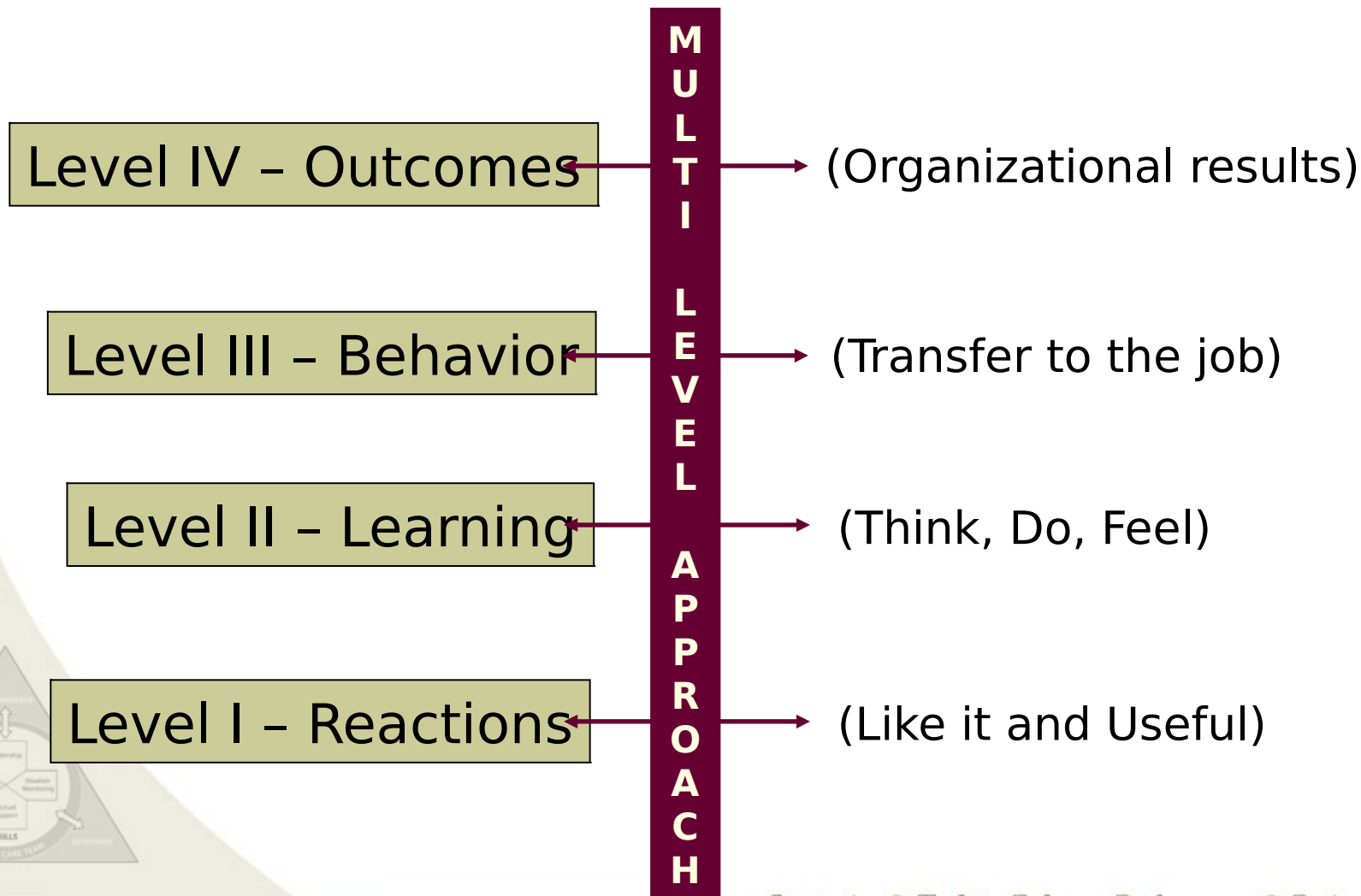
- Which TeamSTEPPS tools/strategies will be used?



- In what order will the tools be implemented (targeted or transformational?)



How to Measure - Kirkpatrick



TeamSTEPPS

Step 5: Identify Measures and Collect Data

Be sure to include measures that span Kirkpatrick's four level of evaluation. Refer to Step 2 for possible measures.

Level I – Reactions

Did they find it useful?

Level II – Learning

Did they learn something new or can do something differently?

Level III – Behavior

Has behavior changed on the job?

Level IV – Outcomes

Did it impact the organization (see Step 2)?

Reactions
know it worked?)



Learning



Behavior



Results



TeamSTEPPS Steps 6 Action Plan

Step 6. Develop Implementation Plan

Consider Kotter's change model

1. Create a sense of urgency
2. Build the guiding team
3. Develop change vision
4. Understanding/Buy-in
5. Empower Others
6. Create short-term wins
7. Don't Let up
8. Create a new Culture

How will leadership support be gained?

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How will provider buy-in be gained?

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How will physicians, leadership, executives, and administrators be engaged?

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TeamSTEPPS

Step 7: Sustainment Plan

It is important to plan how you will sustain your TeamSTEPPS program prior to implementation. Consider the following:

- Will coaches be used?
- Will the change team be the coaches or will more coaches be required?
- How will you ensure there are opportunities to use the tool(s)?
- How will ensure new behaviors will be valued and reinforced?
- How will you report progress back to staff?
- How will you celebrate your initial successes?

How will the effort be sustained?

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Step 8: Communication Plan

Create a Communication Plan targeting major stakeholders

- Consider all groups, shifts, entities (e.g., night shift)
- Identify organizational and front-line leaders
- Communication plan for each group: who, what, when, how (e.g., dept. meetings, grand rounds, emails, newsletters, posters)
- Activate change team members....state the vision

How will the initiative be communicated?

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TeamSTEPPS

Step 9. Write Implementation Plan

Step	Change Team Lead	Completion Date
1. Identify the Change Team		
2. Define the Main Problems		
3. Define TeamSTEPPS Aims		
4. Design Intervention		
5. Identify Measures		
6. Develop Implementation Plan		
7. Sustainment Plan		
8. Communication Plan		



Step 9. Change Team Meetings

Purpose	Lead	Meeting Date



Step 10: Review TeamSTEPPS Implementation Plan with Key Personnel

Consider having your plan reviewed by leaders in the unit and at your facility

- Who needs to review, critique and provide input to “near-final” plan?
- Have them identify potential problem areas and provide suggestions about priorities and solutions
- Modify the Implementation Plan after sufficient input and discussion

Who are the key individuals who need to review the plan?

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